

DEPARTMENT OF SOCIAL SERVICES

DIVISION OF FAMILY SERVICES

P.O. BOX 88

JEFFERSON CITY, MISSOURI

May 7, 2003

MEMORANDUM

TO: ALL CHILDREN'S SERVICES STAFF  
FROM: DENISE CROSS, DIRECTOR  
REFERENCE: ANNUAL EMPLOYEE SURVEY

The purpose of this memorandum is to announce our second year of participation in the Survey of Organizational Excellence (SOE). During May 12-23, 2003, every person in Children's Services will have the opportunity to participate in this online employee satisfaction survey. This includes clerical and other support staff whose duties are related to Children's Services.

**Why Assess Employee Satisfaction?**

Assessment of employee satisfaction is a way to gather vital information from our organization's most valuable resource, our employees. The SOE allows us to obtain detailed and comprehensive information from all staff in Children's Services to use in the development of strategies to improve identified areas of need. Last year Children's Services utilized the Survey of Organizational Excellence (SOE) as a tool to gauge employee perceptions about critical areas of their work environment. As this is the second year of participation in the SOE, benchmark data from last year can be used for comparison.

**The Survey of Organizational Excellence**

The SOE is an online survey that is designed to link scores on the survey to issues impacting the organization. Survey questions are drawn from empirical and theoretical literature on organizations and specifically examine five key dimensions of life within our organization: work team, work setting, general organizational features, communication patterns, and personal demands.

### **Administration of the SOE**

The SOE is an online survey that can be accessed directly from the Outlook email system or from any computer that is connected to the Internet. The SOE can be completed at your work terminal, at home, at a public library, or any other location that has access to the World Wide Web.

On May 12, 2003, all Children's Services staff will receive an email from the University of Texas inviting them to take the SOE. The email will contain an embedded hotlink to the survey site as well as the individual PIN number needed to enter the survey site. Beginning May 12, 2003, staff may take the SOE during work hours and from a work terminal. The survey will take approximately 20 minutes to complete. Area, Circuit, and County Administrators are expected to encourage all levels of staff to participate in the survey. This includes ensuring staff have access to a work computer and are allowed sufficient time and privacy in which to take the survey in a confidential manner. Staff may take the survey anytime from May 12, 2003 to May 23, 2003.

### **Instructions for taking the SOE**

1. Each staff member will receive an e-mail that includes a hot-link to the web address where the survey is located and an individual PIN number. Clicking on the hot-link will take staff directly to the survey site.
2. Note the instructions on the website and then enter your ***individual PIN number*** when prompted. Each staff person has been assigned their own PIN number and it is used only to validate the on-line survey and not to track individual responses. If a PIN number is not entered, the survey cannot be processed.
3. Under **Please select from the list of Organization's**, select **170-Division of Family Services** from the drop down menu.
4. Click on the **Next** icon and begin taking the survey.
5. When finished answering the survey questions, click on **Submit Survey**. This will automatically process the survey responses and end your session.

### **Confidentiality of Responses**

Anonymity is the key to receiving honest and forthright responses on the survey. All responses are completely confidential and to assure anonymity, no identifying information is collected. Additionally, if an individual is uncomfortable answering any of the questions on the survey, they may opt to not answer that particular question.

### **How Will Information From the SOE Be Utilized?**

The assessment of employee satisfaction is connected to a larger purpose, the development of strategies to improve identified areas of need. Like last year, the results of the survey will be fed back to all levels of staff and posted on the Children's Services intranet site. Each and every staff member then has the responsibility not only to review these finding in their CQI meetings, but also to develop and recommend strategies that address the identified areas of need.

### **An Open Invitation**

We are very excited about utilizing the SOE again this year and continuing to obtain feedback from all levels of staff. The decision to continue participation in this process is driven by our ongoing commitment to improve the quality of organizational life for our employees as well as the quality of services that we provide to children and families. As with any other type of work-related survey, please feel free to complete the SOE during work time. Your thoughtfulness and honesty in your responses are critical to our organizational improvement.

Additional information about this survey is available on the Internet at <http://www.utexas.edu/research/cswr/survey/>. The results of last year's survey are posted on the new Children's Services intranet site. Any questions regarding the SOE or its administration should be addressed to the survey liaison for this year, Susan Savage, at (573)751-4319 or via email.

#### **NECESSARY ACTION:**

1. Review this memorandum with all Children's Service staff and Clerical Support staff.
2. Area, Circuit, and County Administration shall encourage all levels of staff to participate in the survey. This includes ensuring staff have access to a work computer and are allowed sufficient time and privacy in which to take the survey in a confidential manner.
3. Any questions should be forwarded through the proper supervisory channels.

DC/SS